



VIVRE LA MUSIQUE - LET'S MAKE MUSIC

## **Job description**

### **SALES AND CUSTOMER SERVICE MANAGER**

The CAMMAC Music Center is a non-profit organization founded in 1953, located in Harrington, in the Laurentians. In addition to offering, during the summer period, 7 weeks of music camps to amateur musicians of all ages, CAMMAC rents its rooms to various organisations and groups during the rest of the year.

## **Job Summary**

The Sales and customer service manager is the gateway for customers coming to CAMMAC. Its role is to provide relevant information to new and old customers in a timely manner. It also involves processing sales proposals and transactions for summer programs as well as corporate rental groups. This person provides exceptional quality service to facilitate the operations of the Center and contributes to the smooth running of activities.

## **Responsibilities**

Under the authority of general management, the tasks of the Sales and customer service manager are, without being limited to :

- Provide telephone support for incoming requests and respond to information emails
- Help visitors, with regard to the Centre's facilities, in an informative and useful manner
- Interact with members and visitors to obtain their feedback on the quality of products and services
- Be present during the arrival / departure of participants in CAMMAC programs
- If necessary (replacement of a colleague), be present during the arrival / departure of corporate groups
- Program, adjust and improve the online reservation system (ReservIt / Hotello / DonorPerfect) according to CAMMAC's needs and the evolutions of the systems available in progress
- Propose and implement improvements regarding internal work processes
- Write user guides
- Produce various lists, reports and statistics for its own tasks, general management, the board of directors and its committees
- Produce statistical reports of weekly and monthly registrations
- Processing registrations (programming of the Music Center) in Hotello, DonorPerfect and the database
- Ensure that information is regularly updated in order to cooperate with all other services, as well as to communicate all relevant information to department heads (operations, kitchen, teachers, administration)
- Drafting rental proposals and contracts (groups) and monitoring follow-ups
- At the request of the general management, perform all other related tasks related to its field of competence

## **Requirements**

- A minimum of 3 years experience in customer service and office work
- Knowledge of the music industry a major asset
- Significant experience with IT systems (hotel management software, Office suite)
- Have a good knowledge of spoken and written French and English, bilingualism is required
- Attention to providing excellent customer service, interpersonal skills, empathy, patience, thoroughness and good organizational skills are qualities sought after

## **Other requirements**

- Be flexible, discreet and rigorous
- Have initiative and be autonomous
- Have an ease of adaptation



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- Demonstrate a sense of customer service and communication skills
- Know how to manage your priorities and be able to work under pressure
- Demonstrate good analytical and organizational skills
- Be oriented towards teamwork

### **Conditions**

Certain working hours take place on weekends, including during program weeks. Possibility of telecommuting at certain times of the year.

**Working hours:** 40 hours per week, mainly Monday to Friday

**Hourly rate:** \$ 45,000 to \$ 50,000 per year

**Start of employment:** as soon as possible

**Display end date and time:** February 16<sup>th</sup>, 2020, 9 pm

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